



Sent via email

Attention: Sean M Carroll, Deputy General Counsel
sean.m.carroll@mass.gov

May 30, 2018

Commonwealth of Massachusetts
Department of Telecommunications and Cable
1000 Washington Street, Suite 820
Boston MA 02118

Re: Petition of Charter Communications to establish and adjust the basic service tier programming, equipment and installation rates for the communities in Massachusetts served by Charter communications that are currently subject to rate regulation, D.T.C. 17-5

First of all, thank you Mr. Carroll for meeting recently with us in Lenox and patiently listening to our complaints re: Charter Communications delivery of either Time Warner Cable legacy service or Spectrum Services. As I was vocal in listing my, and other Sheffield subscriber's concerns, I will keep my remarks as brief as possible.

While our Chairman Linda Z. Miller has submitted comments on behalf of our entire Five Town Cable Advisory Committee, I am submitting my personal comments via this letter, which I respectfully petition be included in the hearing record.

As the Town of Sheffield's representative to The Five Town Cable Advisory Committee, I strongly urge your Department **NOT** to approve the petition of Charter Communications as submitted, and to tie any establishments or adjustments granted by the Department of Telecommunications and Cable to mandated, measurable service improvements in all areas which impact subscribers.

In addition, while our Committee has no jurisdiction regarding cable, I have heard many complaints, including my own, of cable speeds in the home or business that are substantially below Charter's advertised speeds.

Sincerely,

A handwritten signature in black ink that reads "Rene Wood". The signature is stylized with a large, flowing "R" and "W".

Rene Wood
928 Boardman Street
Sheffield, MA 01257-1177
renewood@aol.com